



IN THE
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): ULMER, F., ET AL.

Serial No.: 09/760,099

Examiner: NOT YET ASSIGNED

Filing Date: JAN. 11, 2001

Group Art Unit: NYA

Title: SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR PROVIDING A REMOTE SUPPORT SERVICE

COMMISSIONER FOR PATENTS
Washington, D.C. 20231

TRANSMITTAL LETTER FOR SUBMITTAL OF MISSING PARTS

Sir:

This is in response to a Notice to File Missing Parts of Application under 37 CFR 1.53(f) mailed on _____. Enclosed is a copy of said Notice and the following documents and fees to complete the filing requirements of the above-identified application.

~~(X)~~ Executed Declaration and Power of Attorney. The above-identified application is the same application which the inventor executed by signing the enclosed declaration.

() Statutory basic filing fee () Utility \$710.00 () Design \$320.00

() Additional claim fees of \$

(X) Missing Parts Surcharge \$130.00

() A Petition for Extension of Time for reply to Notice of Missing Parts is attached.

() one month \$110.00
() two months \$390.00
() three months \$890.00
() four months \$1390.00

Please charge to Deposit Account 08-2025 the sum of \$130.00. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 08-2025 pursuant to 37 CFR 1.25.

(X) A duplicate copy of this transmittal letter is enclosed.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231.

Date of Deposit: 3/23/01

Typed Name: DAVID L. BARNES

Signature:

Respectfully submitted,

ULMER, F., ET AL.

By

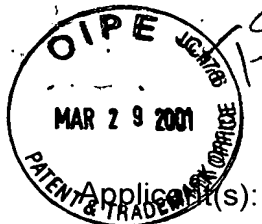
PAUL D. GREELEY

Attorney/Agent for Applicant(s)

Reg. No. 31,019

Date:

Telephone No.: (203) 327-4500



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
PATENT TRANSMITTAL FORM

Section
\$

Applicant(s): Ulmer, F., et al.
Serial No.: 09/760,099
Filed: January 11, 2001
For: SYSTEM, METHOD AND COMPUTER PROGRAM FOR
PROVIDING A REMOTE SUPPORT SERVICE
Examiner Attorney: Not Yet Assigned
Art Unit: Not Yet Assigned
Attorney Docket: 20990041US

COMMISSIONER FOR PATENTS
Washington, D.C. 20231

Sir:

Transmitted herewith is:

1. Submission of Priority Document;
2. Declaration/Power of Attorney;
3. Assignment w/recordation cover sheet;
4. Missing Parts transmittal letter in duplicate; and
5. Postcard.

Date:

3/23/01

Respectfully submitted,

Paul D. Greeley
Reg. No. 31,019
Ohlandt, Greeley, Ruggiero & Perle, L.L.P.
One Landmark Square, 10th Floor
Stamford, Connecticut 06901-2682
(203) 327-4500

CERTIFICATE OF MAILING

I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING DEPOSITED WITH THE U.S. POSTAL SERVICE AS FIRST CLASS MAIL IN AN ENVELOPE ADDRESSED TO: COMMISSIONER FOR PATENTS, WASHINGTON, D.C. 20231, ON MARCH 23, 2001

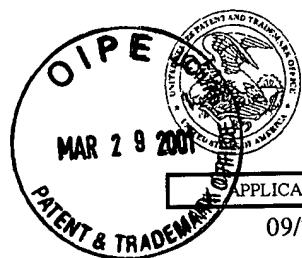
DAVID L. BARNES

NAME OF PERSON MAILING PAPER

SIGNATURE

3/23/01
DATE

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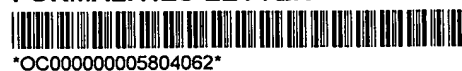
UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/760,099	01/11/2001	Friedemann Ulmer	20990041US

CONFIRMATION NO. 1689

FORMALITIES LETTER



OC00000005804062

HEWLETT-PACKARD COMPANY
Intellectual Property Administration
P.O. Box 272400
Fort Collins, CO 80527-2400

Date Mailed: 02/27/2001

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given TWO MONTHS from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is unsigned.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 130.

The application is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given TWO MONTHS from the date of this Notice within which to correct the informalities indicated below.

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
 - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. (5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

04/02/2001 H8BD11 00000084 082025 09760099

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A copy of this notice MUST be returned with the reply.



Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE